

# Virginia Interagency ADR Council Pilot Presentations

CCCA

DMHMRSAS

June 29, 2005

# Pilot Overview

## ■ Goals

- Assist CCCA in achieving its mission of serving adolescents in need of psychiatric, diagnostic, evaluation and treatment services through:
  - » Enhanced leadership skills of management team
  - » Enhanced capacity for achieving important, long-term policy goals and highest quality service delivery
  - » Enhanced internal staff communication
  - » Enhanced cohesiveness of management team

## ■ Participants

- CCCA Executive & Senior Management Team
- CO Support
- VADRA facilitators (John Settle & Jim Pope)

# Steps Taken

- Buy-in from CCCA Management
- Develop strategy for informing participants
- On-site one-on-one confidential interviews with CCCA management staff
- Analyze results of interviews to identify common themes and needs
- Report back to management team (de-personalized)
- Develop strategy for future action
- Response by management team
- Follow-up items

# Supporting Conditions & Challenges

## ■ Supporting Conditions

- No blame
- Forward focus
- Management team receptive to process

## ■ Challenges & Solutions

- Recent restructuring
- Silo operations
- Changing client base

# Implementing the New ADR Process

## ■ How It Works

- Positive team building
- Coach reinforcement
- Enable open discussion of issues
- Gain commitment to support identified outcomes

## ■ Roll Out to Stakeholders

- Initial communication to participants from F.D.
- One-on-one confidential opportunity to provide input
- Reporting back (feedback and updates)

# Results Produced

## ■ Positive Steps taken

- Staff realignment
- Enhanced communications
- Staff recognition in the form of compensation for contributions to facility programs
- Enhanced project management skills
- Planned action steps for further improvements

## ■ Still have work to do

- Doesn't happen overnight

# Lessons Learned

- More focus on data driven outcomes
- Management must ensure on-going horizontal communication
- Management must be open to options to traditional training delivery
- Management must demonstrate commitment